

Operational Changes at Cobb County Water System

Effective July 1, 2009

In an effort to streamline our processes, increase efficiency, reduce costs, and properly allocate resources the following changes to business service practices will be made. Please familiarize yourself with these changes.

New Customer Service Call Hours

Customer Service Call Center 7:30 AM- 6:00 PM

Office hours remain the same 8:00 AM- 5:00 PM

Drive-through hours remain the same 7:30 AM – 6:00 PM

Water System Personnel will no longer pick up payments in the field.

A Late Fee of \$10.00 will be assessed 10 days after the due date to all accounts with a balance in excess of \$50.00.

A \$50.00 Fee will be assessed for any service reconnection.

- If customers call by 6:00 pm Monday through Friday, they will be reconnected on the same day for the \$50.00 reconnect fee.
- If the customer calls between 6:00 pm – 8:00 pm for same day reconnection, a \$75 fee will be assessed in addition to the \$50.00 reconnect fee.
- No reconnection on the same day for calls after 8:00 pm Monday through Friday
- No reconnection on weekends or holidays.

No New Service Establishment on the Weekends or Holidays